



Montgomery

Department of the Army
Office of the Assistant Secretary of the Army
Acquisition Logistics and Technology
Army Contracting Agency Southern Region
Fort Knox Directorate of Contracting
Building 1109B, Room 250
Fort Knox, KY 40121-5000

19 July 2004

Attn: Mr. James R. Meeks
Contacting Officer

Subject: Performance Concerns; Contract DABT23-02-D-0060; Meals and
Lodging for Montgomery, AL MEPS

Dear Mr. Meeks:

Reference your letter on July 14, 2004 advising us of a Contract Discrepancy Notice on the performance at the Montgomery, AL contract hotel.

When CMS learned of the problem, we dispatched our Regional Manager to the location to rectify the situation. A summary of her findings follows:

On the weekend prior to the Tuesday, June 29th inspection by the COR, the hotel hosted 13 functions at which food was served. The Kitchen Manager was told by hotel management to do extra cleaning during and after the functions which she failed to do. As she had a history of poor performance in other duties, she was terminated from hotel employment, once the hotel management learned of the failed kitchen inspection of June 29th.

CMS Regional Manager conferred with the Guest House General Manager as to resolution of all of the discrepancies noted. Many of the items noted were resolved shortly after the COR left the premises. The others have been taken care of as expeditiously as possible. A status report follows:

Comment

Action Taken

1. Floors in kitchen dirty

kitchen staff cleaned floors the same day

COMMAND MANAGEMENT SERVICES, INC.

Contract Management Specialists

411 S.W. 2nd Avenue • Suite 200 • Portland, OR 97204-3403 • (503) 224-5600 (tel) • (503) 224-6848 (fax)

MAILED
7-19-04

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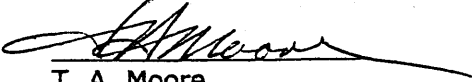
- | | |
|---|---|
| 2. <i>Ceiling tiles broken/dirty</i> | ceiling tiles replaced as of 7/11 |
| 3. <i>Old food in steam tables</i> | kitchen staff cleaned and sterilized same day |
| 4. <i>Empty used cups & drinks on refrigerators</i> | removed and cleaned same day |
| 5. <i>Old dish rags stored on server's table</i> | removed and table cleaned. Dish rags put in proper storage area. |
| 6. <i>Crackers stored on floor under servers table</i> | Removed and stored properly same day |
| 7. <i>Rotten fruit on floor of freezer</i> | Removed and area cleaned same day |
| 8. <i>Dish towels under meat cutting rack</i> | Dish towels removed and replaced with proper rubber mat. |
| 9. <i>Toilet door (kitchen) won't close</i> | Door replaced on 7/10 |
| 10. <i>Dirty tablecloths in dining area</i> | Removed and replaced with clean ones same day |
| 11. <i>Food scraps under dining tables</i> | Cleaned same day |
| 12. <i>Fruit flies everywhere</i> | Once cleaning was accomplished fruit flies disappeared. |
| 13. <i>Grime and bugs on back trays of ovens</i> | Racks removed, trays removed and ovens given complete cleaning same day |
| 14. <i>Old dish rags stored in the grill area</i> | Dish rags being used as pot holders. New pot holders ordered on 7/10. |
| 15. <i>Cover missing on breaker box</i> | Maintenance staff replaced same day. |

(As a special note, kitchen and staff bathroom walls and ceiling are scheduled for painting beginning on or about 7/12 and completed on 7/26.)

In order to prevent a recurrence of these problems a new dining operations supervisor has been hired. Kitchen and dining staff personnel have been subject to rigorous retraining in proper food preparation and kitchen operations procedures. CMS and the hotel management will continue to monitor this situation closely.

Meanwhile, should you need any additional information, please contact the undersigned at your convenience.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. A. Moore', written over a horizontal line.

T. A. Moore
Executive Vice President

Attachments: Comments and memos from Guest House GM to ex-kitchen
supervisor

June 29, 2004

On June 28, 2004, Lynne Moody call the kitchen and told Pam Williams we were due for our end of the month military inspection and to make sure since we have several slow days that Pam Williams and Celina Rudolph utilize this time to be prepared for a passing inspection. Lynne Moody also stated to Pam Williams that Celina Rudolph wouldn't have very many food orders so she could be doing some cleaning, organizing the walk in coolers and organizing different areas in the kitchen. Pam Williams stated that she was aware and she (Pam Williams) and Celina Rudolph would do so.

On June 29, 2004, Military Inspector came by to inspect The Guest House Inn and received a failing inspection.

Lynne Moody
General Manager

Attach 1

Employee Disciplinary Report

120 Madison Ave

Montgomery AL 36104
334-264-2231

Copy to ☒ Employee ☐ Other
Name Barbara Williams
ID# _____
Date of Incident 6-16-04

Division 22
Department _____
Time of Incident P.M. Kitchen shift

Nature of Incident

- | | |
|--|---|
| <input type="checkbox"/> 1. Unexcused Absence | <input type="checkbox"/> 8. Harassment |
| <input type="checkbox"/> 2. Tardiness | <input type="checkbox"/> 9. Leaving without permission |
| <input type="checkbox"/> 3. Drinking/Drugs | <input type="checkbox"/> 10. Theft |
| <input type="checkbox"/> 4. Threatening/Violence | <input checked="" type="checkbox"/> 11. Substandard work |
| <input type="checkbox"/> 5. Dishonesty | <input type="checkbox"/> 12. Substandard Housekeeping |
| <input type="checkbox"/> 6. Lack of Cooperation | <input type="checkbox"/> 13. Report to work under the influence |
| <input type="checkbox"/> 7. Failure to follow directions | <input type="checkbox"/> 14. Violation of Safety Rules |
| <input type="checkbox"/> 15. Carelessness | |
| <input type="checkbox"/> 16. Destruction of company property | |
| <input type="checkbox"/> 17. Improper Conduct | |
| <input type="checkbox"/> 18. Violation of Rules of Conduct | |
| <input type="checkbox"/> 19. Other _____ | |

Facts relating to the Incident

Orders be returned and recooked because they were cooked in old grease. You had determined the day before that you would not fry chicken if it got out of order when you were cooking just fried it. You knew better but took no action to correct the problem. THERE BUTT were from and not being replenished properly. Not following menu plus as set out by General manager. Cooking times too long due to poor preparation. Serving substandard food to our guest sets a poor example to the rest of the kitchen employees and will not be tolerated. Attitude Leadership Food quality and cleanliness must improve immediately.

Witnesses

AS SET OUT BY General manager. Cooking times too long due to poor preparation. Serving substandard food to our guest sets a poor example to the rest of the kitchen employees and will not be tolerated. Attitude Leadership Food quality and cleanliness must improve immediately.

Employee Comments

I agree with the part regarding the old grease. I just stemmed from not thoroughly thinking things out. We came to agreement regarding all the menu cooking and so forth.

Action Taken

☒ Warning ☒ Suspension ☐ Final Warning ☐ Termination

without pay. For 1WK will be next step.

Time table for improvement ☒ Immediate ☐ 30 days ☐ 60 days ☐ Other

Consequences for not improving ☐ Discipline ☐ Suspension ☐ Termination

Signature of Supervisor [Signature] Date 6-17-04

I have read this report
Signature of Employee Barbara Williams Date 6-17-04

Signature of Human Resources Director _____ GM signature [Signature]

Attach 2

Employee Disciplinary Report

120 Madison Ave

Montgomery AL 36104
334-264-2231

Copy to ☒ Employee ☐ Other

Name Pam Williams

Division 22

ID#

Department

Date of Incident 5/29/04

Time of Incident

Nature of Incident

- | | |
|--|---|
| <input type="checkbox"/> 1. Unexcused Absence | <input type="checkbox"/> 8. Harassment |
| <input type="checkbox"/> 2. Tardiness | <input type="checkbox"/> 9. Leaving without permission |
| <input type="checkbox"/> 3. Drinking/Drugs | <input type="checkbox"/> 10. Theft |
| <input type="checkbox"/> 4. Threatening/Violence | <input type="checkbox"/> 11. Substandard work |
| <input type="checkbox"/> 5. Dishonesty | <input type="checkbox"/> 12. Substandard Housekeeping |
| <input type="checkbox"/> 6. Lack of Cooperation | <input type="checkbox"/> 13. Report to work under the influence |
| <input type="checkbox"/> 7. Failure to follow directions | <input type="checkbox"/> 14. Violation of Safety Rules |
| <input type="checkbox"/> 15. Carelessness | |
| <input type="checkbox"/> 16. Destruction of company property | |
| <input type="checkbox"/> 17. Improper Conduct | |
| <input type="checkbox"/> 18. Violation of Rules of Conduct | |
| <input checked="" type="checkbox"/> 19. Other <u>See Below</u> | |

Facts relating to the incident

- ① Poor planning for Banquet function (No desert/milk)
- ② No Prep for Breakfast (no biscuits, no eggs, should have planned to have pancake instead of waffles)
- ③ Did not schedule Cook for Sunday night
- ④ Kitchen wasn't clean after function (dirt, dishes, dirty pan, no lids or heat, didn't sweep or mop, microwave dirty, etc)
- ⑤ Old food left in refrigerator
- ⑥ Cigarette butt in glass left on counter top.

Witnesses

Employee Comments

Action Taken ☒ Warning ☐ Suspension ☐ Final Warning ☐ Termination

Time table for improvement ☒ Immediate ☐ 30 days ☐ 60 days ☐ Other

Consequences for not improving ☐ Discipline ☐ Suspension ☒ Termination

Signature of Supervisor Lynne Moody Date 5/30/04

I have read this report
Signature of Employee Pamela Williams Date 6/1/04

Signature of Human Resources Director _____ GM signature Lynne Moody

Attach 3